

YWCA Australia Code of Conduct

The code of conduct policy is explained in greater detail within the YWCA Australia policies and procedures documentation. All staff, paid and unpaid shall:

1. Shall act honestly and in good faith at all times in the interest of the organisation and its owners, ensuring that all stakeholders, particularly those who are recipients of services are treated fairly, according to their rights.
2. Shall carry out their duties in a lawful manner and ensure that the organization carries out its business in accordance with the law and the terms of its own constitution.
3. Shall avoid conflicts of interest in as far as this is possible. Where such a conflict arises the staff member/ contractor concerned must identify such a conflict to their supervisor or manager to be dealt with.
4. Shall observe the confidentiality of non-public information acquired by them in their role as employees/contractors and not disclose to any other person such information.
5. Shall act in accordance with their duties, complying with the spirit as well as the letter of the law, recognizing both the legal and moral duties of the role.
6. Shall treat everyone with respect, courtesy, patience and dignity.
7. Shall work safely and within OH&S policies to ensure that they act with due care for the safety of all in the workplace.
8. Shall use the resources and property of YWCA Australia for the purposes they were intended to carry out their duties.
9. Shall carry out the duties of the role in a responsible and timely manner ensuring that the reputation of the organisation is maintained at all times.
10. Shall feedback to the organisation suggestions for improvement of performance in an open and honest manner ensuring suitable contribution to quality improvement of services provided.
11. Shall participate as a valued team member of YWCA Australia, ensuring the delivery of quality services and further development of the organisation.
12. Shall be loyal to the organisation and the Board, abiding by Board decisions once reached.

Organisational Competencies

YWCA Australia requires the following Core Competencies to undertake any role within the organisation:

- **Commitment to:**
 - Providing excellent service to all residents;
 - Regularly attend the workplace;
 - Demonstrating initiative and striving for perfection;
 - Implementing policies and procedures, including Occupational Health and Safety requirements; and

- Working towards YWCA Australia 's goals and objectives.
- **Teamwork by:**
 - Working together to achieve Resident outcomes;
 - Asking team members if they need assistance;
 - Accepting team members for who they are and being honest if something is wrong;
 - Asking for assistance if you require it; and
 - Being willing to go the extra mile for the residents and company.
- **Communication needs to be:**
 - Open and honest;
 - Regular discussion with all team members;
 - Respectful to all those people you work with;
 - Confident to raise issues with team members; and
 - Clear so that residents understand their rights and responsibilities.
- **Cultural Awareness to ensure:**
 - Residents are comfortable dealing with you;
 - Respect to all people that you are dealing with;
 - Empathy for the circumstance that others find themselves in; and
 - Appropriate to ensure that residents are treated with dignity and respect

As an employee of YWCA Australia, I understand and will abide by the Code of Conduct:

Signed Dated